

**The FCA's response to the
Complaints Commissioner's Report
FCA00889
Published on 6 July 2021**

We have considered the Final Report of the Complaints Commissioner on complaint FCA00889.

The FCA notes the Commissioner's decision not to uphold the complaint.

As noted in the Final Report, the FCA has accepted the criticisms made due to our failure to provide the complainant with a summary of the complaint prior to issuing our decision. We confirm that we have written to the complainant to apologise for this oversight.

6 July 2021